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SMART GRID:

Privacy Awareness and Training –
for PUCs/PSCs
A Starting Point
December 2011

SGIP-CSWG Privacy Group

SGIP-CSWG Overview

- SGIP
- CSWG
- Disclaimer:

   These slides were created by the CSWG Smart Grid Privacy group to provide a tool for organizations involved with the Smart Grid to use to help facilitate training and awareness about Smart Grid privacy issues and risks. These slides are not endorsed by NIST, nor are they required to be used under any existing law or regulation. They are also not intended to be considered as legal advice.

The Purpose

To address privacy issues related to consumer adoption of Smart Grid technologies

- ☐ Understanding what information may be collected
- ☐ Limiting the data collected to only that necessary for delivering and billing for services
- ☐ Describing why information is collected
- ☐ Explaining how information is used
- ☐ Knowing how to securely store the information
- ☐ Knowing who has access to this information
- ☐ Establishing information retention and disposal standards
- ☐ Determining how to inform customers and utilities about these practices

Our Objective

To help promote effective privacy training and awareness communications and activities for all participants within the Smart Grid and provide tools to support this objective that will also document the:

- Topics that should be covered
- Training/Awareness possibilities
- Possible communication methods

The Audiences

- Users of Smart Grid technologies vary from utility companies to consumers to government and vendors. Each requires a unique approach and message regarding privacy for information related to Smart Grid technologies.

- There are many types of audiences involved.

Public Utility Commissions (PUCs)

Information gathered that should be covered by training and awareness messages

- ☐ Personal information

- ☐ Energy usage

- ☐ Location enabled technologies (e.g., GPS coordinates)

- ☐ Smart Meter identifiers (e.g., AMI IP address)

- ☐ Consumer home area network (HAN) / energy management systems and associated data

- ☐ Plug-in Electric Vehicle (PEV) data

- ☐ Add other and future topics as needed

Topics for PUCs

PUCs should cover a wide range of topics to ensure employees and consumers understand the impact, as well as how they may impact the utility companies.

1. *Basic privacy principles ***
2. *Identifying privacy impacting data ***
3. *How to safeguard data ***
4. *Applicable laws and regulations ***
5. *Policies and procedures that include coverage of Smart Grid technologies ***
6. *Educating consumers about utility privacy practices***
7. *Obligations of other entities third party and contracting agents ***
8. Data breach notice practices
9. Responding to consumer inquiries about privacy
10. Privacy impact assessment requirements and instruction
11. Other topics applicable to PUC territory

* These are necessary for all PUCs

Training Possibilities for PUCs

Each PUC can choose the best training method and vehicle for its work environment. The following are some of the methods that are good to consider:

- Online training modules (produced in-house or outside of the organization)

- Webinars

- In-house training provided by staff, utilities, or 3rd party

- Videos

- Seminars/Conferences

- Other training activities

- See more ideas within SP 800-50 "Building an Information Technology Security Awareness and Training Program" at

http://csrc.nist.gov/publications/nistpubs/800-50/NIST-SP800-50.pdf

Awareness Possibilities for PUCs

Each PUC can choose the best communication method for its work environment and culture. This is limited only by your own imagination.

- Websites (internal or external)
- Social media sites
- Radio/TV
- Print (i.e., magazines, newspaper, posters)
- Focus groups
- Email
- Podcasts
- Whitepapers
- Libraries
- Professional associations
- And others specific to each PUC

Groups to Deliver Education

Depending on the targeted audience (external or internal), the individuals or groups that deliver the training and awareness messages can impact the overall acceptance of the message. Here are groups that have expertise in privacy and _may_ be able to provide resources and/or assistance for training activities and/or awareness communications:

- Representative from within a utility
- PUC training areas
- Third party training vendors with expertise in this topic
- Government agencies (e.g., DoE, NIST)
- FTC for general consumer privacy information
- GridWise Architecture Council (GWAC)
- National Association of State Utility Consumer Advocates (NASUCA)
- Smart Grid Interoperability Panel (SGIP) CyberSecurity Working Group (CSWG)
- National Initiative for Cybersecurity Education (NICE)
- Federal Information Systems Security Educators' Association (FISSEA)
- North American Energy Standards Board (NAESB)
- Consumer groups